Note: some figures within this report were revised by RKR respondents as part of the data collection for the December 2019 report. For the updated June 2019 figures, please refer to the December 2019 report and output tables.

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Introduction

The Internet Activity Report provides information on the number of services in operation (SIO) and the volume of data downloaded across NBN, non-NBN fixed and mobile services. Previously, information on internet activity data was collected by the Australian Bureau of Statistics (ABS) under the now discontinued Internet Activity Survey (IAS).

The 13 carriage service providers currently required to report under this RKR are Aussie Broadband, Australian Private Networks, Dodo, Harbour ISP, iiNet, IPStar Australia, MyRepublic, Primus, Singtel Optus, SkyMesh, Telstra, TPG and Vodafone Hutchison Australia

The June 2019 report reflects the first release of data under the full requirements of the Internet Activity Record Keeping Rule (RKR). The June 2019 report is not directly comparable to the previous December 2018 report due to two key differences in:

- Reporting requirements, due to a greater level of disaggregation between NBN and non-NBN fixed services. For example, in December 2018, the HFC/cable total was inclusive of both NBN and non-NBN access technologies. However, in June 2019, the HFC/cable total is only reflective of non-NBN services. HFC/cable NBN services are now collected together with other NBN services and disaggregated by wholesale speed tier.
- The scope of retail information for mobile services. Previously, retail mobile SIO and data volume information was collected from all 13 RKR respondents. For June 2019, all retail SIO and data volume information only refers to data collected from the Mobile Network Operators (MNOs), Telstra, Optus and Vodafone. Information for Mobile Virtual Network Operators (MVNOs) are reflected in the totals for wholesale SIO and volume of data downloaded.

The retail NBN SIO information contained within this report is collected from the 13 carriage service providers subject to the RKR, not NBN Co directly. Therefore, it differs to wholesale SIO information released by the ACCC under its NBN Wholesale Market Indicators Report and wholesale SIO information published by NBN Co.

The following should also be considered before directly comparing these information sources with this report:

- A service provider can purchase NBN services from another carriage service provider, which could mean that the purchaser's retail SIO may exceed its wholesale SIO information.
- Conversely, a service provider can also resell NBN services to another carriage service provider, which may mean the reseller's wholesale SIO information exceeds its retail SIO information.
- The Internet Activity Report collects retail SIO information and usually reflects individual Access Seeker information. Under the ACCC's NBN Wholesale Market Indicators Report, SIO information is often set out by Access Seeker Groups, which may include information from individual Access Seekers not subject to the RKR.
- NBN Wholesale SIO information may include voice only services. NBN retail information gathered as part of the Internet Activity Report is for broadband services only (bundled with a voice service). Voice only services are not within scope.
- A carriage service provider may also purchase a wholesale NBN service with a certain wholesale speed tier from NBN Co but may, through shaping, sell this service to retail end users at a lower speed tier.

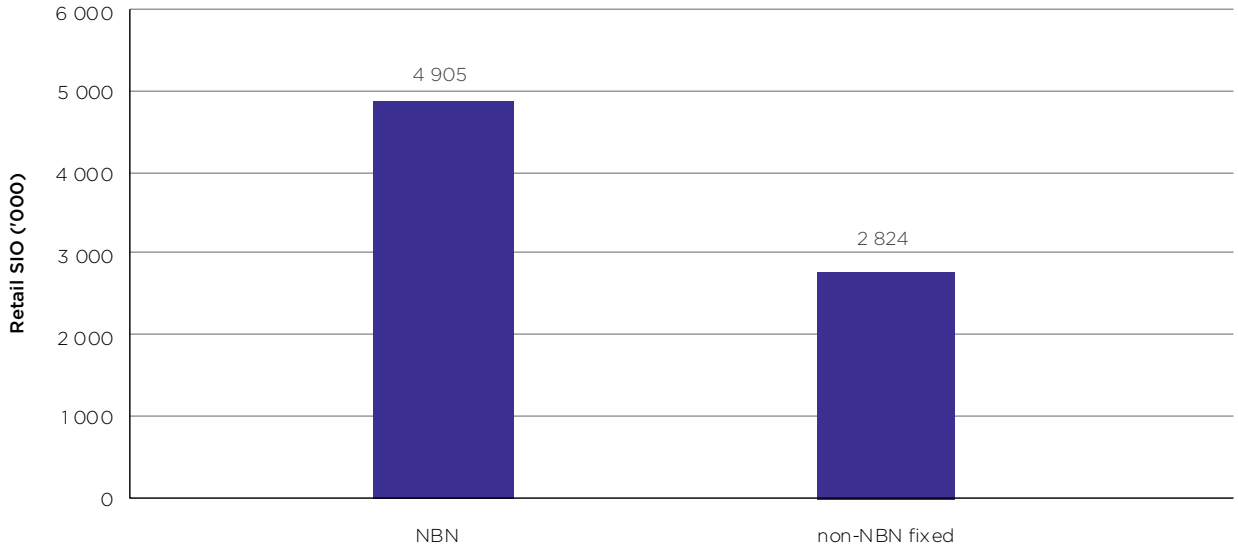
Furthermore, for the December 2018 report, the ACCC released similar information to that published by the ABS' IAS. However, from this June 2019 report onwards, the ACCC is releasing a richer dataset of internet activity information with a greater level of granularity and disaggregation. This will also allow comparable trend data from the next report onwards. As discussed in this report and in the December 2018 report there are differences between all 3 reports/surveys which means past results are not directly comparable.

Key statistics

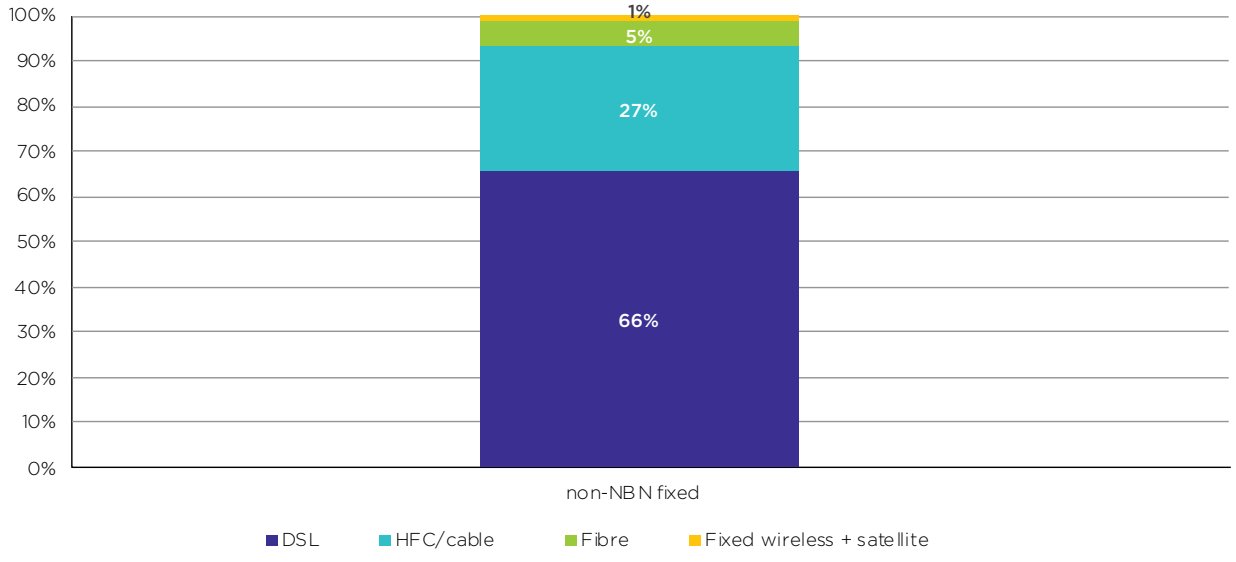
Consumers with NBN services outnumber those with non-NBN fixed services

The total number of retail NBN and non-NBN fixed SIO reached 7.7 million as at 30 June 2019. Retail NBN SIO contributed to 63 per cent of this total with 4.9 million SIO, while non-NBN fixed SIO totalled 2.8 million. DSL SIO contributed to the majority (66 per cent or 1.9 million SIO) of the non-NBN fixed SIO. This trend is expected to continue as consumers to migrate off legacy networks such as DSL connections and onto alternative services, predominantly those on the NBN.

Total number of retail NBN and retail non-NBN fixed SIO



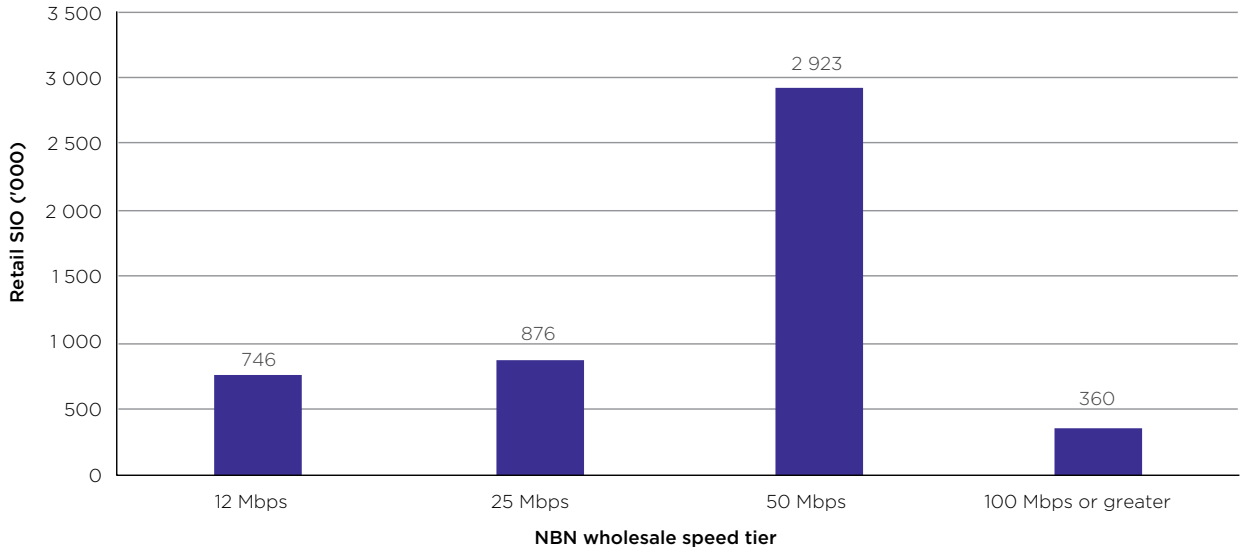
Proportion of retail non-NBN fixed SIO by access technology



Majority of NBN consumers accessing the internet on wholesale download speeds of 50 Mbps or greater

As at 30 June 2019, a majority (60 per cent) of NBN retail SIO had a wholesale speed of '50 Mbps' followed by '25 Mbps' (18 per cent) and '12 Mbps' (15 per cent). NBN retail SIO with wholesale speeds of '100 Mbps or greater' represented the lowest proportion (7 per cent) of total NBN retail SIO.

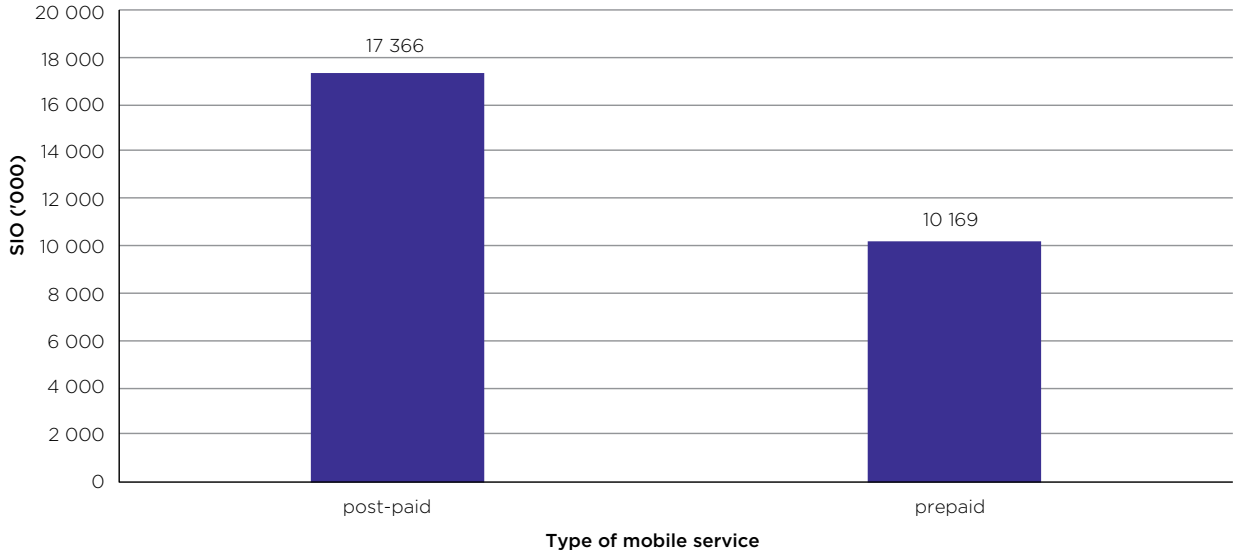
Total number of retail NBN SIO by wholesale speed tier



63 per cent of mobile handset consumers are on post-paid services

As at 30 June 2019, there were 27 million mobile handset SIO with nearly two-thirds (63 per cent) of consumers on post-paid mobile handset services with the remainder (37 per cent) on prepaid mobile handset services. Post-paid services contribute to 17 million of mobile handset services while the remaining 10 million SIO were prepaid services.

Total number of post-paid and prepaid mobile SIO

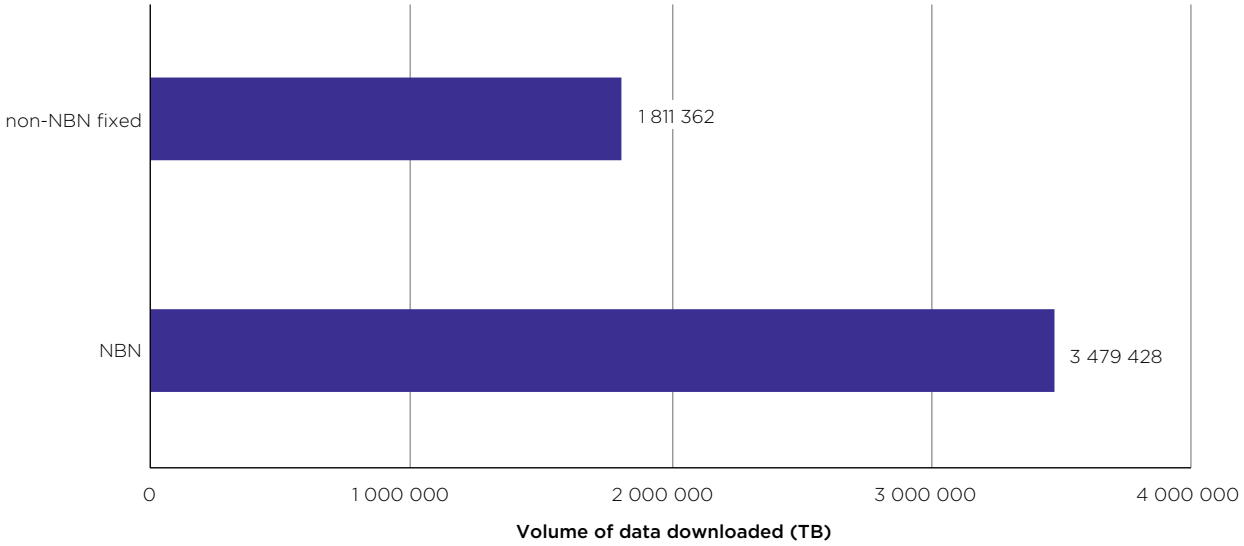


NBN services dominate the volume of data downloaded

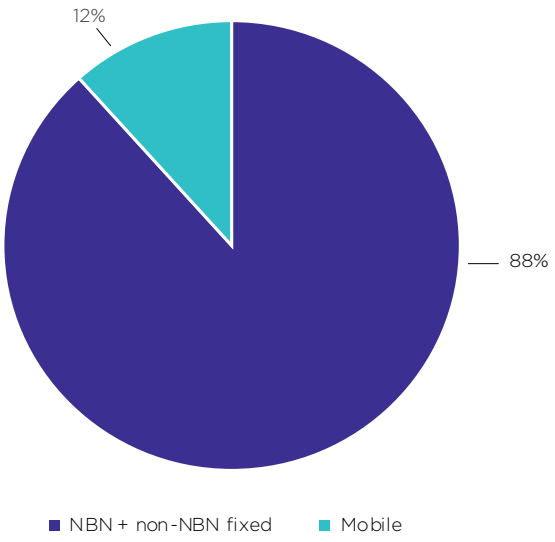
The total volume of data downloaded for retail NBN and retail non-NBN fixed services in the three months ended 30 June 2019 was 5.3 million Terabytes (TB). Data downloaded via retail NBN SIO accounted for the majority (66 per cent) of all fixed internet data downloads. There was a substantially smaller amount of data downloaded via non-NBN fixed SIO (34 per cent) over the same period.

Collectively, the volume of data downloaded via NBN SIO and non-NBN fixed SIO far exceeded the volume of data downloaded via mobile services (post-paid mobile, prepaid mobile and mobile broadband). NBN SIO and non-NBN fixed SIO account for 88 per cent of the total volume of data downloaded across all access technologies (NBN, non-NBN fixed and mobile).

Total volume of data downloaded for retail NBN and retail non-NBN fixed services



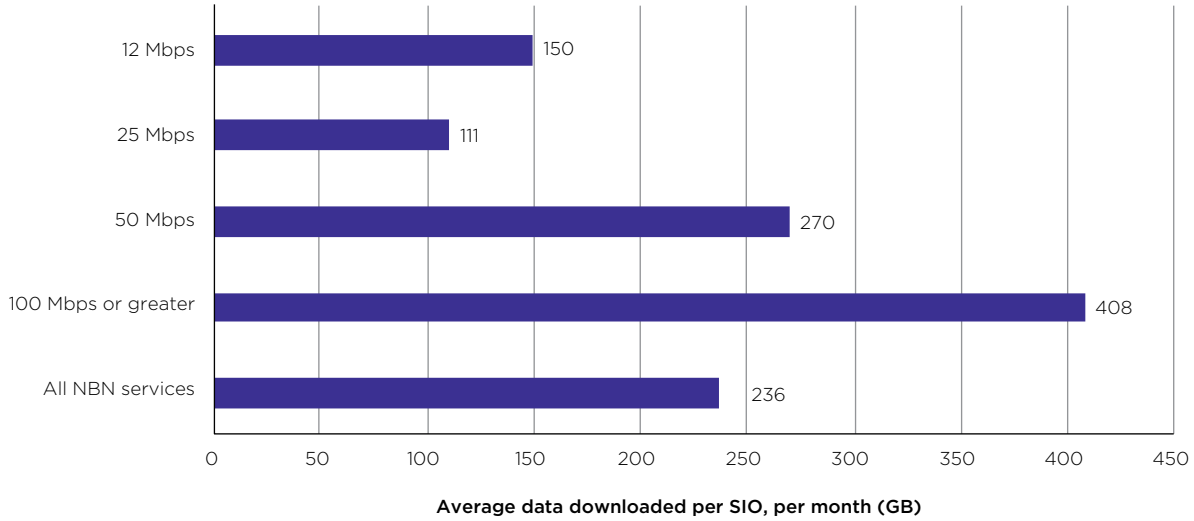
Proportion of data download volume by access technology



Monthly average data volume exceeds 400 GB for NBN services with wholesale download speeds of 100 Mbps or greater

The average volume of data downloaded for retail NBN services in the three months ended 30 June 2019 was 236 Gigabytes (GB) per SIO, per month. Consumers with wholesale speeds of 100 Mbps downloaded 408 GB of data followed by those consumers with wholesale speeds of 50 Mbps (270 GB) and 12 Mbps (150 GB). Consumers with wholesale speeds of 25 Mbps downloaded, on average, the least amount of data per month (111 GB).

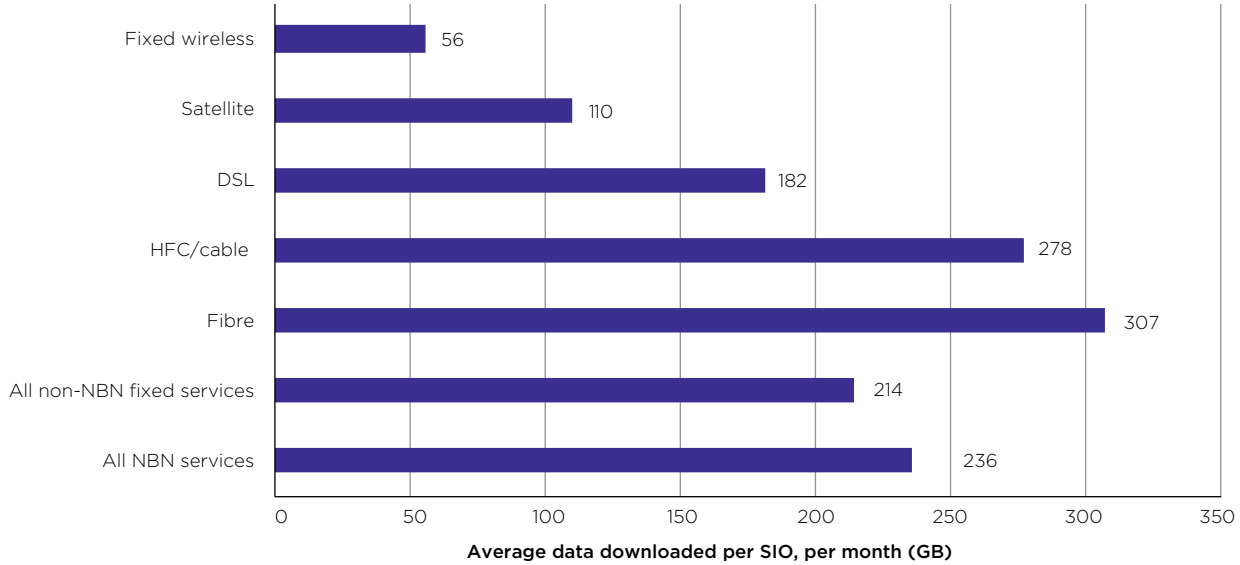
Average volume of data downloaded by retail NBN wholesale speed tier



Consumers with non-NBN fixed services on average download 214 GB per month

The average volume of data downloaded for retail non-NBN fixed services in the three months ended 30 June 2019 was 214 GB per SIO, per month. Consumers with non-NBN fibre services downloaded the most data (307 GB), on average, followed by those consumers with non-NBN HFC/cable services (278 GB), DSL (182 GB) and non-NBN satellite services (110 GB). Consumers with non-NBN fixed wireless services downloaded, on average, the least amount of data per month (56 GB).

Average volume of downloaded by retail non-NBN fixed access technology



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